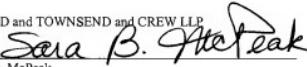


I hereby certify that this correspondence is being filed Via EFS-Web with
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on January 26, 2007

TOWNSEND and TOWNSEND and CREW LLP
By: 
Sara B. McPeak

AMENDMENT UNDER 37 CFR 1.116
EXPEDITED PROCEDURE -
EXAMINING GROUP 2614

PATENT

Attorney Docket No.: 20366-069210

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR
ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Ovidio Escalante

Technology Center / Art Unit: 2614

AMENDMENT UNDER 37 CFR 1.116
EXPEDITED PROCEDURE EXAMINING
GROUP 2614

Via EFS-Web
Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed November 27, 2006 on the above-referenced application, please enter the following amendments and remarks.

On September 18, 2006 Applicants mailed a Request for Corrected Filing Receipt and Application Data Sheet in order to change the Attorney Docket No. for this matter to:

20366-069210

Please change this docket number and also make this change in PAIR.

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.